

Policy Case Management

Policy Statement

Case Management is the framework for all support-based interventions with clients, it supports our aim to reduce homelessness and housing disadvantage.

Strengths based practice and client participation is central to the case management process, acknowledging that all people have insight into the issues that have impacted on their ability to maintain housing.

Policy Application

This policy applies to all BeyondHousing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

Responsibility & Authority

- The Board of BeyondHousing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
 - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
 - All managers and workplace participants are aware of this policy
 - Provide support for workplace participants to undertake their responsibilities under this policy
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- The Client Services Manager (CSM) retains responsibility for ensuring that appropriate and timely case management services are provided to clients.
- The CSM and Team Leaders are responsible to inform workplace participants about their responsibilities under this policy.
- Workplace participants, employed in case management roles, are responsible to familiarise themselves with this policy and comply with its requirements.
- Managers and Team Leaders are responsible to inform workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

Policy Detail

Particularly Case Management is described as:

- A specialist service targeting clients in complex situations requiring intensive support (identify issues, plan for and implement solutions and strategies).
- Comprises the phases of assessment, planning, referral, implementation & monitoring, evaluation & outcomes, and closure.
- A focused, short-term response to situations of critical need and may include advocacy.
- Building client capacity to manage their own issues.
- Client directed to ensure their needs and goals are addressed wherever possible.
- Aims to strengthen the housing outcome through integrated and coordinated service delivery.
- A focus on strengths-based practice and early intervention.
- Maintains and strengthens the cultural, spiritual and language connections of clients e.g., assessment and case management plans include help to maintain cultural identity and connection to their preferred cultural community.

Policy Detail

BeyondHousing has a clear vision with supporting values that underpin service delivery.

[BeyondHousing Vision Purpose Values](#)

BeyondHousing will:

- Encourage and support clients to actively contribute to the resolution of their housing issue.
- Ensure clients are fully informed of information, actions, decisions, relevant legislation and policies that may impact on their housing situation.
- Ensure clients are made aware of how to provide feedback or make a complaint about case management services either internally or via an external organisation.
- Ensure that assessments are holistic and that where specific needs are identified (e.g., wellbeing, health, mental health) referrals to appropriate services are made.
- Ensure clients are aware of the case management process, the length of service provided and any limitations of the service.
- Ensure that a person's culture, age, religion, spirituality, gender and sexual identify are considered throughout the case management process, particularly in regard to assessment, goal setting and referral.
- Ensure that clients understand that they have the right to choose what their goals are and how to achieve them.
- Understand and support a client's choice to include a family member, support person or advocate's involvement in reaching their goals.
- Ensure that outcomes of case planning meetings are communicated to clients or other workers involved in service provision (with the client's consent).
- Ensure that clients are provided with all options available to them when participating in case management services
- Not disclose information to any individual or organisation without the express consent of the client and only disclose or exchange information that directly relates to the client's housing issue.
- Maintain a duty of care to the client, their household and BeyondHousing staff throughout the provision of service.
- Consider any child or young person presenting with a client and ensure information provided in their presence is meaningful and age appropriate.
- Support self-determination for Aboriginal and Torres Strait Islander people accessing case management services and provide opportunities for referral to specialist Aboriginal Community Controlled Organisations.
- Ensure that clients feel culturally safe through the delivery of transparent, appropriate and inclusive case management.
- Recognise the diversity of all clients accessing case management services and provide opportunity for referral to specialised services.
- Support and monitor case management caseloads through monthly reflect and review sessions to ensure staff can deliver effective case management services.
- Balance our funding obligations with the individual needs of clients to ensure targets are met.
- Maintain appropriate complete client records in accordance with relevant legislation and organisational policies and processes

Transition or exit from programs

BeyondHousing is committed to providing clients with information and support through the process of transition or exit from programs. We will ensure:

- All clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/exit from the service
- Clients are provided with information and support through the process of transition or exit from programs
- Client transition strategies and exit planning will be documented on the client's file

- The client exit process for programs is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service through meeting case plan objectives.

Training

BeyondHousing will ensure that The Housing Support Team will receive appropriate induction and ongoing professional development to enable them to develop specialised skills and ensure their knowledge remains current regarding case management practice.


Definitions

Case Management

A planned response, providing tailored support to meet the needs of each client. The length of the time the service is provided is determined by the needs of the client and the funding and service agreement requirements.

Related

Document Reference	Document Type
Residential Tenancies Act 1997 (Vic)	Legislation
Children Youth and Families Act 2005 (Vic)	Legislation
Disability Act 2006 (Vic)	Legislation
Privacy and Data Protection Act 2014 (Vic)	Legislation
Freedom of Information Act 1982 (Vic)	Legislation
Privacy Act 1988 (Cth)	Legislation
Health Records Act 2001 (Vic)	Legislation
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation
Family Violence Protection Act 2008 (Vic)	Legislation
Access and Equity	Policy
Advocacy	Policy
Rights and Responsibilities	Policy
Stakeholder Participation	Policy
Compliments and Complaints	Policy
Working with Aboriginal and Torres Strait Islander People	Policy
Diversity	Policy
Victorian Protective Data Security Standards (VPDSS) July 2016	Other
Family Violence Protection (Information Sharing and Risk Management) Regulations 2018 (Vic)	Other
Tenancy Plus – tenancy support program operational guidelines November 2021	Other
A Place to Call Home	Other

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